G. Connectivity

To standardize CLEC connectivity among its service areas, SBC/Ameritech will build a dedicated Remote Access Facility (RAF) in both Ameritech and SNET. This ARAF and SRAF, along with the existing SWBT LRAF and PB/NB PRAF will provide CLECs dedicated access to the uniform application to application and Graphical User Interfaces. Internet access will also be provided for these uniform GUIs. Access to uniform application-to-application and GUI interfaces will not be available via the Ameritech's existing TCNET and Enterprise Access Protocol (EAP) or SNET direct connections.[119]

Each of the four RAFs will use TCP/IP protocol and will be configured with: 1) routers capable of terminating private line or frame relay connections, and 2) access servers to terminate analog modem and ISDN dial-up connections. SBC/Ameritech will install and maintain these routers and will provide CLECs with specifications for the DSU/CSUs that are to be placed on both ends of the circuit. CLECs will provide their own circuit to the ARAF, the DSU/CSUs, as well as connectors and cabling from their CSU/DSU to the SBC/Ameritech router. Application to application interfaces will be accessible only via the CLEC's private line or frame relay connection to the RAF and will not be accessible by a dial-up connection or the Internet.

Common security will be provided by SBC/Ameritech's firewall systems that will use access lists to authorize RAF users access to designated OSS. Dial-up access users of the GUI interface(s) will pass though the same security methods as private line/frame relay users but must also authenticate upon connecting to the SBC/Ameritech access server by supplying a unique User ID and password pair to log onto the SBC/Ameritech network. SBC is currently trialing and plans to implement a generic userid process. This process change will be implemented only after achieving CLEC concurrence and will be specified in the 10/2/2000 update to the CLEC OSS Interconnection Procedures document. Applicable forms and instructions will be available on the CLEC website. It is SBC's intent, to the extent SBC is able to overcome regional security system differences, that a single userid/password combination will provide access to all SBC regions.[120] When a CLEC wants to use Internet access, SBC/Ameritech will utilize Digital Certificates to secure access. Uniform GUIs can be accessed through either a regional RAF or the Internet. Should this Plan cause any changes to IP addresses 30 days notice via Accessible Letter will be provided to CLECs.[121]

Documentation describing connectivity requirements and procedures for each of the regional RAFs will be standardized and made available to CLECs desiring connectivity to SBC/Ameritech's OSS. As an example of this documentation, a guide for the existing LRAF is attached (see Attachment E). Once the ARAF and SRAF go into production in the fourth quarter 2000, any CLEC wanting to establish connectivity for the first time or CLECs wanting to upgrade their existing connection in those service areas, will be provided specifications for connecting to the dedicated facility. CLEC connections to any other facility within the Ameritech or SNET service areas will become grandfathered and no new CLEC connections will be made to such non-dedicated facilities.

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[119] SBC Language (AGREED)

[120] Issue 184 (DO) and Issue 236 (CLOSED)

[121] Issue 186 (CLOSED)

With the introduction of the uniform interfaces, SBC wil allow each CLEC to have up to three Trading Partner IDs, per service, per environment. An exception process will be in place to consider CLEC requests for more IDs if warranted. Each Trading Partner ID may have a unique IP address/port combination, or these IDs could use the same common IP address.[122] The following table depicts the combinations available within SBC.

Table 26:

CLEC-B (Production environment) [123]

Trading Partner ID	Business Function	CLEC IP
ID#1-Pre	Pre-order	IP#1
ID#1-Ord	Ordering	IP#2
ID#2-Pre	Pre-order	IP#3
ID#2-Ord	Ordering	IP#4
ID#3-Pre	Pre-order	IP#5
ID#3-Ord	Ordering	IP#6

CLEC-B (Testing environment)

Trading Partner ID	Business Function	CLEC IP
ID#4-Pre	Pre-order	IP#7
ID#4-Ord	Ordering	IP#8
ID#5-Pre	Pre-order	IP#9
ID#5-Ord	Ordering	IP#10
ID#6-Pre	Pre-order	IP#11
ID#6-Ord	Ordering	IP#12

Connectivity information regarding the ARAF and SRAF will be included in the 10/2/2000 update of the CLEC OSS Interconnection Procedures document. Specific IP address information is normally discussed during connectivity planning meetings between individual CLECs and their SBC Account Manager, SBC connectivity SMEs, and the SBC OSS Customer Support Team.[124]

Below is a list of items and functions regarding connectivity that will become the future method of operation in all SBC/Ameritech service areas for secured access to SBC/Ameritech's OSS. Grandfathered connections will not have access to uniform interface functionality. Upon implementation of the uniform application to application pre-ordering and ordering interfaces in Ameritech, the standards described in the opening paragraphs of the POR, Section III, B and C will be followed. Use of the Enterprise Access Protocol (EAP) in the Ameritech region will continue for Ameritech's existing pre-ordering and ordering interfaces until the last version using that protocol is

[122] Issue 183, 185 (CLOSED)

[123] Issue 38, 183, 185, 195 (ALL CLOSED)

[124] Issue 195 (CLOSED)

sunset according to versioning rules in the 13-State Change Management Plan and the associated Transition Plan.[125]

- Dedicated CLEC Facility
- Private Line / Frame Relay connections
- Dial-up Connections
- SBC/Ameritech provides and maintains routers
- TCP/IP protocol used
- CLEC provides circuit, CSU/DSUs, connectors and cables
- CLEC provides publicly registered IP addresses for both ends of the private line or frame relay connection
- SBC/Ameritech installs and maintains CSU/DSUs
- Internet access (available for GUIs only) is secured by use of Digital Certificates
- Standard CLEC connectivity documentation
- Grandfather existing CLEC connectivity arrangements

In some cases, to make use of the SBC/Ameritech OSS interfaces via a dedicated regional RAF, certain software requirements must be met by the accessing CLEC.

- For pre-ordering application to application EDI access, Interactive Agent software per the Electronic Commerce Implementation Committee (ECIC) Interactive Agent specification will be used. For the CORBA protocol, non-repudiation of EDI requests will not be supported and message receipts will be required. CORBA security will be in accordance with T1M1 T1.265 security specifications.

- The pre-ordering and/or ordering GUI will be web-based[126] and accessed via browser software, such as Internet Explorer (version 4.01 SP2 or greater) or Netscape Navigator (version 4.5 or greater.) Dependent on the final infrastructure architecture, SUN Java Plug-in version 1.2.2 also may be required. It is suggested that the workstation have a minimum of 128 MB of memory in order to ensure adequate performance.[127] Communications will be secured with the Secure Socket Layer (SSL), X.509 digital certificates and individual user IDs and passwords.

The uniform Pre-Ordering GUI can be accessed from any xRAF and the CLEC can use a drop down menu to reach data in any of the 13 states as long as the CLEC has a signed Interconnection Agreement in that state.

The uniform Ordering GUI will be accessible from any regional xRAF and will allow CLECs to input LSRs for customers in ay of the 13 states where the CLEC has a signed Interconnection Agreement.

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[125] Issue 188 and 191 (CLOSED)

[126] Issue 134d (CLOSED)

[127] Issue 196b (CLOSED)

For the uniform EDI and CORBA Pre-Ordering application-to-application interfaces and the uniform EDI Ordering application-to-application interfaces, a CLEC can access a regional xRAF and submit transactions or files for customer activity in any of SBC's 13 states. A regional identifier, such as state code or other required field, will be required to designate the "target" region. This regional identifier will be selected and communicated to the CLECs prior to 12/2000 when the ARAF and SRAF are implemented. A CLEC could chose to send all of their transactions or files for customers in any SBC region via one, or several, of the xRAFs. The request will be routed to the appropriate ordering system based upon information contained in the LSR. The response will be directed back to the CLEC based upon connectivity set-up associated with the sending CLEC ID.

Regional xRAF connectivity will continue to be required for access to SBC region-specific proprietary interfaces. [128]

Although it is unlikely SBC will achieve 24/7 availability to receive orders via its uniform interfaces across all regions, SBC will work to extend interface availability to accept LSRs even when backend systems are not available for LSR processing. SBC will commit to a consistent set of availability hours across all the time zones in the SBC 13 states for the uniform ordering interfaces (app-to-app and GUI). These hours will be specified in the 10/2/2000 update to the CLEC OSS Interconnection Procedures document.

Pre-Order availability is and will remain dependent on the availability of the backend systems used to provide the data in each region by function, SBC does commit that at a minimum, availability for uniform pre-ordering interfaces (app-to-app and GUI) will be at parity with SBC's retail operations in each region by function. [129]

SBC/Ameritech will provide a centralized point of contact for handling OSS connectivity and interface application questions from CLECs across all the SBC/Ameritech service areas. This Center will be staffed with managers who are trained on both uniform and service area-specific OSS and will be dedicated to supporting CLEC users only. A centralized group will be designated to handle CLEC requests for User IDs and for Digital Certificates. SBC plans to use Digital Certificates for CLEC access to the Uniform GUIs over the Internet. Vendor negotiations and application requirements development are underway. The 10/2/2000 CLEC OSS Interconnection Procedures document will be updated to include this process.[130]

The IS Call Center (ISCC) will provide centralized support for all SBC regions and is available 24/7. Based on current call volumes, the ISCC is physically staffed Monday through Friday 7:00 AM to 9:30 PM Central Time, and Saturday 8:00 AM to 5:00 PM Central Time. All other hours are covered by pager, which is activated by leaving a voicemail on the ISCC ACD by selecting Option 2. Contact and escalation information is also available on the ISCC Website accessed via the CLEC Website Home Page. Hours of operation can be sent regarding timeframes during December when

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[128] Issue 196 (TA)

[129] Issue 211, 212, 213 (DO)

[130] Issue 237c (CLOSED)

SNET and Ameritech calls will be transitioned to the ISCC and will refer CLECs to available documentation.[131]

[131] Issue 196a, and 214 (CLOSED)

H. Documentation

The following table summarizes the uniform documentation available to CLECs supporting the electronic OSS interfaces associated with local exchange services.

Table 27:

	SBC
Product Information Document • Also includes manual LSR-based ordering forms	• CLEC Handbook
Order Rule Information Document • Flow Through/Exceptions Matrix	• LSOR • LSPOR •
Pre-ordering, Ordering, and Provisioning User Guide (GUI)	• LEX User Guide • Verigate CLEC User Guide • Order Status User Guide • Provisioning Order Status User Guide
Pre-ordering EDI/CORBA, Ordering and Provisioning EDI Implementation Guide	• LSOR • LSPOR • Refer to TCIF SOSC Matrices • SEF File • Segment Sequence Charts[132]
Maintenance and Repair User Guide	• EBTA User Guide
Billing User Guide	• BDT • EMI User Guide • EDI User Guide
Interconnection Procedures	• SBC OSS Interconnection Procedures
Testing Implementation	• SBC Joint Implementation Template and Release Testing Template

A common suite of documentation will be developed to support the uniform interfaces. Specifically for pre-ordering and ordering, SBC/Ameritech will move to a common document for all regions with the introduction of the common interfaces. This document will be the Local Service Ordering Requirements (LSOR) Local Service Pre-Ordering Requirements (LSPOR). SBC/Ameritech will provide EDI information for each LSOR/LSPOR field, including Responses/Notifications. The EDI information will include the following: 1) Header, Detail or Subline; 2) Transaction Set position; 3) EDI data element; 4) EDI field name. Additionally, the EDI SEF files will be provided separate and apart from the LSOR/LSPOR documentation and supporting ***Segment Sequence Charts*** by product as supported by ECIC with variance noted per the SBC implementation. SBC/Ameritech will provide the equivalent CORBA specifications for pre-ordering with the LSPOR.Documentation formats for Maintenance/Repair and Billing will remain as they are today as they are in the Ameritech region.[133]

[132] EDI Implementation Guide = publication of the uniform interface LSOR, LSPOR, Publication of EDI filed (SEF), and Publication of Uniform Interface Sequence Charts. - Issue 204 (CLOSED)

[133] Issue 15, 197, 198, 199, 202, 203, 207, 208, 210a (CLOSED)

Should it be necessary to modify documentation related to upcoming releases, the documentation reflecting the change will be reissued in its entirety.[134]

Documentation in support of the uniform interfaces will be released in accordance with the Implementation Phase Work Schedule, in Section III(I) of this plan[135].

[134] Issue 201 (CLOSED)

[135] Issue 200, 204, 205, 206, 209, 210 (CLOSED) and 250 (DO)

I. Implementation Phase Work Schedule

In addition to the information otherwise provided as part of this POR and the CMP deliverables described in this POR, SBC will undertake the following activities and will provide the following deliverables with respect to the scenarios previously provided by the CLECs (see Attachment G):

Category I Data (Pre-Ordering Process Flows for Scenarios)

(1) Process flow chart of the CLEC-submitted query transaction and the SBC-ILEC generated response transaction through the systems, work centers and operations groups that are involved in processing the transaction; the linear process flow sheets (previously supplied by SBC to the CLECs, a copy of which is attached hereto as Attachment H); a description and/or definition of all acronyms of the work centers, interfaces and legacy systems identified in the process flow sheets; a brief statement that describes the business functions performed by the systems and centers; and a detailed narrative description of what is depicted in the process flow charts.

(2) An identification of two or three exceptions to the process flow that would cause the scenario path, as described, to change in non-trivial ways, e.g., if the path is essentially electronic (i.e., computer system-to-computer system), what would cause its processing to be abetted with manual processing?

Category II Data (Ordering Process Flows for Scenarios)

(1) A list of the SBC ILEC systems that receive the CLEC request in each scenario from the interface gateway.

(2) Process flow chart of the CLEC-submitted local service request through the systems, work centers and operations groups that are involved in processing the transaction; the linear process flow sheets (previously supplied by SBC to the CLECs, see Attachment H); a description and/or definition of all acronyms of the work centers, interfaces and legacy systems identified in the process flow sheets; a brief statement that describes the business functions performed by the systems and centers; a detailed narrative description of what is depicted in the process flow charts.

(3) An identification of the process functions/steps used in the SBC ILEC to effect successful processing of the scenario, including an identification of which steps are accomplished within computer-based systems, which are manual processes, and which are data entry functions that restore the request to a computer-based support system for further processing.

(4) An identification of two or three exceptions to the process flow that would cause the scenario path, as described, to change in non-trivial ways, e.g., if the path is essentially electronic (i.e., computer system-to-computer system), what would cause its processing to be abetted with manual processing?

Category III Data (Provisioning Process Flows for Scenarios)

(1) An identification of the SBC ILEC provisioning processes/procedures that would be employed to implement the request, provided in the logical sequence of events that are necessary to effect the scenario in the SBC's ILEC operations and indicating the SBC systems, databases or other information resources that are used and/or updated by SBC in the implementation of the CLEC request.

(2) For any of the provisioning process steps identified Category III Data, Section (1) above, an indication of each process step that requires CLEC complementary processes or procedures to enable SBC to implement the request, i.e., steps that depend on the CLEC's resources to assist SBC in its implementation of the CLEC request.

(3) An identification of two or three exceptions to the provisioning processes or procedures that would cause the provisioning to change in non-trivial ways, e.g., if the CLEC request were to be a supplemental request rather than an original request, in what ways would the provisioning process be different?

Category IV (Data Elements)

(1) Pre-Ordering Interfaces:

(A) A list of each of the pre-ordering transactions that would be expected/required to obtain information from SBC's ILEC systems, databases and other information resource sufficient to effect the scenario and an indication of the data elements required to effect the query (these data elements should reflect the finalized business rules based LSPOR and EDI/CORBA data element information and include the EDI/CORBA mapping detail for SBC's PMO and FMO), provided in the logical sequence of events that SBC believes a CLEC would use to obtain the pre-ordering information needed to effect the scenario. For purposes of this section (I. Timeline), "finalized business rules" mean the rule(s) that prescribe the relationship between the data element(s) or condition(s) when a data element is required or prohibited in conjunction with the existence of another data element or ordering condition.

(B) For each transaction that is prepared in response to the CLEC inquiry identified in Category IV Data, Section (1)(A) above, a list of each data element that is generated by SBC's ILEC and an identification of the SBC ILEC system, database or other information resource that provides or generates each data element (these data elements should reflect the finalized business rules based LSPOR and EDI/CORBA data element information and include the EDI/CORBA mapping detail for SBC's PMO and FMO). In the cases where SBC provides data files to CLECs containing pre-ordering information, an identification of the file(s) and the data elements within the file that would be useful in response to the CLEC inquiry.

(2) Ordering Interfaces:

(A) A list of each of the ordering "forms" that would be expected/required to be provided by the CLEC placing the request in this scenario (LSOG guidelines utilize forms to describe

the order content sections) and an identification of the data element details for each form (reflecting the finalized business rules based LSOR and EDI data element information and including the EDI mapping detail for SBC's PMO and FMO). For the data elements within the SBC ILEC "form", an identification of those that are contained within the pre-order transaction responses identified in SBC's response to Category IV Data, Section (1)(B) above.

(B) A list of each of the data elements in each form that are expected/required to be provided by the CLEC in this scenario that the CLEC obtains by accessing SBC ILEC information resources other than pre-ordering information and an identification of the data element details for each form (reflecting the finalized business rules based LSOR and EDI data element information and including the EDI mapping detail for SBC's PMO and FMO).

(C) A list of each of the data elements in each form that are not required for successful processing of the scenario (i.e., if the field is null or contains a value inconsistent with SBC-specified valid values, the request would be considered in error or incomplete and would then be rejected), providing the data element details for each form (reflecting the finalized business rules based LSOR and EDI data element information and including the EDI mapping detail for SBC's PMO and FMO).

(D) SBC provides responses to each CLEC request it receives to indicate its receipt, rejection or confirmation of the request, for rejection responses, an indication of the transaction(s) that would be provided in a rejection response to the CLEC request in the scenario and a list of the data elements that would be contained in the rejection response, providing the data element details for each form (reflecting the finalized business rules based LSOR and EDI data element information and including the EDI mapping detail for SBC's PMO and FMO), and an identification of the interface that would convey the rejection response to the CLEC if different from the interface that the CLEC used to convey the request to SBC.

(E) An indication of the transaction(s) that would be provided in a confirmation response to the CLEC request in the scenario and a list of the data elements that would be contained in the confirmation response, providing the data element details for each form (reflecting the finalized business rules based LSOR and EDI data element information and including the EDI mapping detail for SBC's PMO and FMO), and an identification of the interface that would convey the confirmation response to the CLEC if different from the interface that the CLEC used to convey the request to SBC.

(F) An indication of the transaction(s) that would be provided in a notification to the CLEC that its request cannot be provisioned according to the confirmation provided in Category IV Data, Section (2)(E) above, and a list of the data elements that would be contained in the notice, providing the data element details for each form (reflecting the finalized business rules based LSOR and EDI data element information and including the EDI mapping detail for SBC's PMO and FMO), and an identification of the interface that would convey the notice to the CLEC if different from the interface that SBC used to confirm the request.

(G) An indication of the transaction(s) that would be provided in a completion notification for the scenario and a list of the data elements that would be contained in the completion notification, providing the data element details for each form (reflecting the finalized business rules based LSOR and EDI data element information and including the EDI mapping detail for SBC's PMO and FMO), and an identification of the interface that would convey the completion notification to the CLEC if different from the interface that SBC used to confirm the request.

(H) For all manual ordering requirements that SBC employs in its PMO and that it intends to employ in its FMO, copies of manual ordering forms and instructions, and an identification of the user instruction sets, manuals or handbooks that users would rely upon to complete the manual ordering forms.

Implementation Phase Work Plan

The dates contained on the implementation tables in this section represent disputed issues and are included in our disputed issues list. Additional reservation of rights language has been added to set forth each party's position and neither party concurs in the other party's reservation of rights language.

SBC's Reservation of Rights

SBC's proposed dates in the following tables were established based on the assumption that the duration of Phase 2 described in Paragraph 28 of the Merger Conditions would conclude on May 19, 2000. SBC's dates are based on currently known levels of functionality. Should the CLECs request substantially increased levels of functionality through the Additional Collaborative process as described in Section J of the POR, SBC reserves the right to request that the arbitration panel established in subsection J modify the implementation dates to deliver such increased levels of functionality. SBC proposes that those changes would be implemented through the Finalized 13 State Change Management Process rather than through this Plan. SBC further reserves the right to ask the FCC for a waiver of the target dates for Phase III. In addition, SBC/Ameritech states that OSS releases occurring during the timeframe of this POR, but which are not pursuant to this POR, are not subject to the PORCMP, but rather are subject to the relevant CMP.

CLEC's Reservation of Rights.

The CLECs acceptance of the standards set forth in the Standards section of this POR were based on obtaining delivery of all the interfaces compliant with Paragraph 26 of the SBC/Ameritech merger conditions on or before October 6, 2001 (for SWBT/PB/NB/Ameritech) and April 6, 2002 (for SNET). If the FCC orders that those deadlines are extended beyond the referenced dates, the CLECs reserve all rights to request additional functionality as set forth in standards and guidelines as defined, adopted, and periodically updated by the Alliance For Telecommunications Industry Solutions ("ATIS") for OSS, e.g. Electronic Data Interchange ("EDI") and Electronic Bonding Interface ("EBI") or other emerging standards that support the preordering, ordering, provisioning, maintenance/repair, and billing of resold local services, unbundled network elements ("UNEs"). In addition, the CLECs state that all OSS releases which occur during the timeframes of this POR should be governed by the CMP adopted for purposes of this POR. The CLEC dates proposed herein were offered as part of the comprehensive 13 state OSS

deployment plan required by, and within the timeframes contained in, the SBC/Ameritech Merger Conditions. CLECs reserve the right to assert that nothing in this POR has any preclusive affect on any standards, guidelines, timelines or activities established on a state by state basis.

For items in the timeline below, which are blank in SBC's proposal, SBC does not necessarily agree that those steps are required.

(1) Finalize Documentation

Table 28:

		CLEC Proposal	**SBC Proposal**
1	SBC to deliver for one Scenario (previously provided) Category I, II and III data (Description Attached)	5/10/00	6/09/00
2	CLECs Review and Comment	5/12/00	
3	SBC provides Category I, II and III PMO Data for SWBT/AIT	5/31/00	No later than 7/28/00
4	SBC provides Category I, II and III PMO Data for PB/NB/SNET	6/15/00	No later than 7/28/00
5	CLECs issue narrative list of additional functionality from LSOG 5 and other emerging guidelines to be incorporated in the uniform interface release.	6/15/00	45 days prior to delivery of Category IV data
6	Collaboratively finalize list of additional functionality from LSOG 5 and other emerging guidelines to be incorporated in the uniform interface release.	6/29/00	Within 10 business days following item #5.
7	SBC provides FMO Draft Category I, II and III Data	6/30/00	7/28/00
8	SBC provides the Four-region Pre-Order and Order Release Announcement	6/30/00	per CMP
9	SBC/CLEC Collaborative on Category I, II and III Data	6/21 – 7/7/00	8/14 – 9/08/00
10	SBC Delivers Revised Category I, II and III FMO Data	7/21/00	9/20/00
11	CLEC Customer Acceptance	7/28/00	9/27/00
12	SBC Delivers Draft Category IV Data, including data for functionality additions to the uniform interface; SBC delivers Category I, II, and III Data for the additional functionality.	8/1/00	No later than 10/02/00
13	CLECs Provide Response to Category IV Data	8/25/00	
14	SBC Provides Responses to CLEC Questions	9/15/00	
15	SBC/CLEC Collaborative on Category IV Data	9/10 – 9/29/00	10/16 – 11/06/00
16	SBC Delivers Final Amended Category IV Data	10/13/00	11/20/00
17	CLEC Customer Acceptance	10/27/00	
18	Provide GUI User Guides and User Testing Begins	11/12/00	1/01/01

(2) Implementation – Pre-Order and Order

		CLEC Proposal	SBC Proposal
1	AIT – functionality addition – Pre-Order	4/3/00	4/3/00
2	AIT – GUI – Pre-Order & Order	12/27/00	3/24/01
3	AIT – App-to-App – Pre-Order	3/24/01	3/24/01
4	AIT – App-to-App – Order	3/24/01	9/22/01
5	SWBT/PB/NB – GUI – Pre-Order	6/15/01	6/23/01
6	SWBT/PB/NB – App-to-App – Pre-Order	8/15/01	6/23/01
7	SWBT/PB/NB – GUI – Order	6/15/01	8/11/01
8	SWBT/PB/NB – App-to-App – Order	8/15/01	8/11/01
9	SNET – GUI – Pre-Order/Order	12/15/01	3/23/02
10	SNET – App-to-App – Pre-Order/Order	3/15/02	3/23/02

(3) Implementation – Maintenance and Repair

		CLEC Proposal	SBC Proposal
1	MLT and EBTA Enhancements AIT	4/3/00	4/3/00
2	TRFD3 and History Window GUI Updates – AIT	6/00	6/00
3	Implementation of the Uniform Process for Receiving Trouble Reports on Service Order Due Date in the Local Service Centers and Local Operations Centers	8/01/00	8/01/00
4	2/6 Code EBTA and GUI Enhancement – SWBT	9/00	9/00
5	Uniform Release Requirements for the Uniform EBTA Release Provided	5/01	5/01
6	2/6 Code EBTA and GUI Enhancement – PB/NB	6/01	6/01
7	Uniform Release Requirements for the Uniform EBTA GUI Release	8/01	8/01
8	Uniform EBTA Release AIT, PB/NB and SWBT	9/01	9/01
9	Uniform EBTA GUI Release AIT, PB/NB and SWBT	9/01	9/01
10	Uniform EBTA Release SNET	3/02	3/02
11	Uniform EBTA GUI Release SNET	3/02	3/02

(4) Implementation – Billing

		CLEC Proposal	SBC Proposal

1	EMI Uniform Delivery Medium and User's Guide – SWBT, PB/NB, AIT	8/00	8/00
2	Media Delivery methodology made Uniform – SWBT, PB/NB and AIT	8/00	8/00
3	Establish the CLEC Billing User Forum, unless the Change Management Forum has undertaken responsibilities to resolve billing issues	10/00	10/00
4	EMI Uniform Delivery Medium and User's Guide	2/01	2/01
5	Media Delivery methodology made Uniform – SNET	2/01	2/01
6	EDI 811 Implementation – AIT	3/01	3/01
7	EMI Uniform Record Types – SWBT, PB/NB, AIT	3/01	3/01
8	EDI 811 Implementation – NB only	4/01	4/01
9	Wholesale Product Billing System Conversion	10/01	10/01
10	EDI 811 Implementation – SNET	10/01	10/01
11	EMI Uniform Record Types – SNET	10/01	10/01

(5) Implementation – Connectivity

		CLEC Proposal	**SBC Proposal**
1	Update of the CLEC OSS Interconnection Procedures to Reflect Connectivity Information for ARAF and SRAF	10/02/00	10/02/00
2	Update of the CLEC OSS Interconnection Procedures to Reflect the Generic USERID Process	10/02/00	10/02/00
3	Accessible Letter sent to CLECs advising of the December, 2000 transition of AIT and SNET calls to the ISCC. Includes necessary documentation	11/17/00	11/17/00
4	Ameritech RAF	12/00	12/00
5	SNET RAF	12/00	12/00
6	IS Call Center Support – AIT and SNET	12/00	12/00

(6) Documentation Delivery

		CLEC Proposal	**SBC Proposal**
1	Add EDI Information to Local Service Ordering Rules (LSOR)	14 Days after Category IV Data	14 Days after Category IV Data
2	Provide Customized Standard EDI Format (SEF) files electronically	14 Days after Category IV Data	14 Days after Category IV Data

3	Provide Flow Through Documentation for all regions, by product type	Included with Category I, II and III Data	Included with Category I, II and III Data
4	Publication of Uniform Interface CORBA Pre-Ordering Specifications in Conjunction with the Provision of the LSPOR Documentation	14 Days after Category IV Data	14 Days after Category IV Data
5	Publication of Uniform Interface Provisioning Order Status User Guide	14 Days after Category IV Data	14 Days after Category IV Data
6	Publication of Uniform Interface LSOR	14 Days after Category IV Data	14 Days after Category IV Data
7	Publication of Uniform Interface LSPOR	14 Days after Category IV Data	14 Days after Category IV Data
8	Publication of Uniform Interface CLEC Handbook	14 Days after Category IV Data	14 Days after Category IV Data
9	Publication of LEX User Guide with GUI User Guide	5 weeks after Category IV Data	5 weeks after Category IV Data
10	Publication of Standard EDI File (SEF)	14 Days after Category IV Data	14 Days after Category IV Data
11	Publication of Uniform Interface Segment Sequence Charts 14 Days after Category IV Data	14 Days after Category IV Data	14 Days after Category IV Data
12	Publication of Uniform Interface EMI User Guide – SWBT, PB/NB, AIT	8/00	8/00
13	Publication of Uniform Interface EBTA User Guide	6/01	6/01
14	Publication of Uniform Interface Bill Data Tape Specifications	2/01	OBF Dependent - should be 02/01
15	Publication of Uniform Interface EMI User Guide – SNET	2/01	2/01
16	Publication of Uniform Interface EDI Billing User Guide	2/01	2/01

17	Publication of Uniform Interface SBC OSS Interconnection Procedures	11/00	11/00
18	Publication of Uniform Interface SBC Joint Implementation Template and Release Testing Template	10/00	10/00

J. Additional Collaborative Dispute Resolution Process

In order to facilitate implementation of the Uniform and Enhanced OSS POR, SBC/Ameritech and the participating CLECs have agreed to an additional collaborative process: (1) to develop and provide to the CLECs additional detail concerning the present methods of operation throughout SBC/Ameritech's 13 state region, and (2) to finalize documentation concerning the uniform future method of operation ("Additional Collaborative"). As detailed in Section III(I)(1) (Future Method of Operation, Implementation Phase Work Plan, Document Finalization), this process will entail multiple phases involving the provision by SBC/Ameritech of PMO and FMO data, collaborative meetings, and CLEC customer acceptance of such data.

To ensure that any dispute arising during the Additional Collaborative does not unduly delay implementation of the POR, the parties have agreed to establish an Arbitration Panel to facilitate and expedite dispute resolution. The Arbitration Panel, which will consist of three independent arbitrators, will, as discussed below, provide expedited resolution of any dispute arising during the Additional Collaborative. One arbitrator will be selected by SBC/Ameritech and one by the CLECs within two weeks of the close of Phase 2 of this POR. These two arbitrators will jointly choose a third arbitrator within one week. The three arbitrators shall constitute the "Arbitration Panel". None of the arbitrators needs to be a member of any approved arbitration body. However, if the Parties agree on a mutually acceptable arbitrator, they can choose to have this arbitrator alone oversee the collaborative process. In addition, the Arbitration Panel may appoint an independent subject matter expert ("SME") to assist it in arbitrating any disputes pursuant to this section. The cost of the arbitrators and the SME, if any, will be divided as follows: SBC/Ameritech will pay 50% of the Arbitration Panel costs and the CLECs (participating in the implementation phase of the POR) will divide the remaining portion.

If CLEC(s) contends that SBC/Ameritech's proposed documentation of its future method of operations would not comply with the obligations set forth in the FMO of this POR, the CLEC(s) shall inform SBC/Ameritech in writing no later than 5 business days after SBC delivers Revised Category I, II, and III FMO Data or Final Amended Category IV Data as set forth in section III(I), providing a detailed explanation of its position and requesting that the matter be scheduled for arbitration. SBC/Ameritech shall have 5 business days to submit the disputed issues and SBC/Ameritech's detailed explanation of its position to the Arbitration Panel. The CLECs will have 5 business days to respond to SBC/Ameritech's submission. The Arbitration Panel will decide whether to hold a hearing and will decide within 10 business days after the CLECs' submissions whether SBC/Ameritech's proposed documentation is consistent with the Plan of Record, or if it should be revised. The decision of the panel will be final. SBC/Ameritech shall make modifications to its documentation that reflect, where applicable, the Arbitration Panel's ruling on arbitrated issues. If the Arbitration Panel orders SBC/Ameritech to make modifications to its documentation, the CLECs will have 7 calendar days from delivery to accept SBC/Ameritech's Revised Documentation.

The Arbitration Panel shall have the power to issue injunctive relief. The Arbitration Panel shall decide any disputes brought before it (both at the collaborative stage and at the enforcement stage) in accord with the rules of the CPR Institute for Dispute Resolution, except to the extent that such rules are inconsistent with any provision of this Agreement. During the Additional Collaborative, an action to enforce the decision of the Arbitration Panel may be brought before the

Arbitration Panel.

The Additional Collaborative and the Arbitration Panel shall terminate either upon Arbitration Panel approval of SBC's documentation or CLEC acceptance of SBC/Ameritech's Revised Documentation. Once the Additional Collaborative is completed, any disputes arising out of SBC/Ameritech's implementation of this Plan of Record shall be resolved pursuant to the binding arbitration procedures established in Merger Condition 28.c.(2). Specifically, if a CLEC contends that SBC/Ameritech has not developed and deployed system interfaces, enhancements, and business requirements in substantial compliance with the POR and the documentation finalized during the Additional Collaborative, or has not complied with the arbitrator's decision received in Phase 2 or the Arbitration Panel's decision in the Additional Collaborative (if any), it may notify the Chief of the Common Carrier Bureau and request consolidated binding arbitration pursuant to Merger Condition 28.c.(2).

IV. Glossary

2/6 Code	TIRKS "shorthand" abbreviation for Trunk Group
ACNA	Access Carrier Name Abbreviation
AEBS	Telcordia (formerly Bellcore) billing format standard.
Ameritech	The five-state operating region of SBC/Ameritech which encompasses the states of Illinois, Indiana, Michigan, Ohio and Wisconsin.
ANSI	American National Standards Institute
ARAF	The data communications facility that provides a secure network interface from CLEC networks to Ameritech's Data Communications Network (DCN).
ASC	Accredited Standards Committee - A designation for a industry body that has been given accreditation by the American National Standards Institute to issue ANSI standards. X12 and T1 are examples of such committees.
ASOG	Access Service Order Guidelines - The industry standard format documentation developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of access services
ASR	Access Service Request - The industry standard format developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of access services.
ATIS	Alliance for Telecommunications Industry Solutions
BDT	Bill Data Tape - Bill detail created in CABS which is predicated by the Billing Output Specifications (BOS) national standards.
BOS	Billing Output Specifications
CARE	Carrier Access Record Exchange
CCNA	Carrier Customer Name Abbreviation
CESAR - ISR	Customer's Enhanced System for Access Requests – Interconnection Service Request - Is a "gateway" for several applications. It is utilized in the PB/NB service area for pre-ordering for Resale and Unbundled Loops, and ordering functions for Unbundled Loops, Local Number Portability, and Interconnection trunks.
CLEC	Competitive Local Exchange Carrier
CMIS	Certified Local Exchange Carrier Mechanized Interface Specification - A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the SNET service area.
CMP	Change Management Process - Process negotiated between ILEC and CLECs to communicate changes made to the Operational Support Systems
Connect:Direct	A product of Sterling Commerce used to transport data files.
CORBA	Common Object Request Broker Architecture (CORBA) is an industry standard protocol for the mechanical exchange of data between computer systems.

CPO	Combined Platform Offering - An Ameritech unbundled network element platform (loop with port) offering.
DataGate	An SBC/Ameritech proprietary application to application interface for the mechanical exchange of pre-ordering information.
DSU/CSU	Data Service Unit/Channel Service Unit. The DSU part of the unit is the device used in digital transmission for connecting Data Terminal Equipment (DTE), such as a router, to Data Communications Equipment (DTE) or to a service. The CSU part of the unit is a digital interface device that connects end user equipment to the local digital telephone loop. (DTE) and data circuit termination equipment (DCE) for terminals
EBTA	Electronic Bonding Trouble Administration
ECIC	Electronic Communications Implementation Committee (ECIC) is an industry forum that develops a common understanding of electronics communications standards and develop guidelines for the implementation of electronic information exchange
EDI	Electronic Data Interchange - An industry standard protocol for the mechanical exchange of data between computer systems.
EMI	Exchange Message Interface - Usage record format for message exchange which is developed under the auspices of the Ordering and Billing Forum (OBF).
ESOG	Electronic Service Order Guide - A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the Ameritech service area.
EXACT	Exchange Access Control and Tracking - The industry standard for ordering access services.
FMO	Future Method of Operation
FTP	File Transfer Protocol - A common industry defined data transmission polling protocol.
GUI	Graphical User Interface - A user-friendly presentation of data input screens.
GUI-Web	Web based GUI
ILEC	Incumbent Local Exchange Carrier
ISO	International Standards Organization
ITU-T	International Telecommunications Union - Telecommunication
JIA	Joint Implementation Arrangement – arrangement between SBC/Ameritech and Application to application customers regarding implementation of mandatory and optional fields defined in T1M1.5 standard, as well as timing, security, measurements, etc.
LEC	Local Exchange Carrier
LEX	LSR Exchange - A GUI application available to CLECs for ordering LSR-based local services from SBC.

LRAF	The data communications facility that provides a secure network interface from CLEC networks to Southwestern Bell's Data Communications Network (DCN).
LSOG	Local Service Order Guidelines - The industry standard format documentation developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of local service Resale, Number Portability, Unbundled Network Elements (UNE) Loops and Ports.
LSOR	A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the SWBT and PB/NB service areas.
LSPOR	A document created to aid CLECs with pre-ordering inquiries to exchange certain information prior to the submission of an LSR for ordering Unbundled Network Elements and Resale Services in the SWBT and PB/NB service areas.
LSR	Local Service Request - The industry standard format developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of local service Resale, Number Portability, Unbundled Network Elements (UNE) Loops and Ports.
M&P	Methods and Procedures
MIB	Managed Information Base
NPA	Numbering Plan of North America
NXX	Local Exchange Number
OBF	Ordering and Billing Forum - The industry forum that develops the guidelines for ordering Wholesale Local and Access services.
OSS	Operation Support System
PB/NB	Pacific Bell/Nevada Bell - The two-state operating service area of SBC/Ameritech which encompasses the states of California and Nevada.
PIC/LPIC	Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) – Codes assigned to interexchange (long distance) and intraLATA (local) carriers
PMO	Present Method of Operation
PRAF	The data communications facility that provides a secure network interface from CLEC networks to the PB/NB Data Communications Network (DCN).
RAF	The Remote Access Facility is the regional access point available to CLECs for direct or dial-up connectivity to the SWBT and Facility
SBC	The corporate entity which encompasses the Ameritech, PB/NB, SNET and SWBT service areas.
SNET	Southern New England Telephone - The SBC/Ameritech service area which includes the state of Connecticut.

SRAF	The data communications facility that provides a secure network interface from CLEC networks to Southern New England Telephone's Data Communications Network (DCN).
SWBT	Southwestern Bell Telephone- The five-state operating service area of SBC/Ameritech which encompasses the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas.
T1M1	Industry standard body that develops inter-network operations standards and support the CORBA data model for pre-ordering.
TA	Trouble Administration
TCIF	Telecommunications Industry Forum - An industry standard body that produces the EDI mechanization specifications for the LSOG.
TCNet	A Web-based GUI available to CLECs that provides for the mechanical exchange of pre-ordering information.
TCP/IP	Transmission Control Protocol/Internet Protocol
TRFD3	Trouble Report Format Definition
UNE	Unbundled Network Element
USOC	Universal Service Order Code - The industry standard ordering codes associated with products and assigned by the Universal Service Order Standards at Telcordia.
Verigate	A GUI available to CLECs that provides for the mechanical exchange of pre-ordering information.
W-CIWin	Wholesale Customer Information Window - An SNET proprietary system that facilitates Resale and UNE order processing by enabling integrated access to the operational support systems.
WSM	Wholesale Service Manager - An Operational Support System that provides ordering and flow through capability and data element validation for Resale services.
X.25	Developed by the ITU-T as an interface between data terminal operating in the packet mode on public data networks